

## DRAFT

### Asheville Transit Committee Meeting Minutes – Tuesday, 1 April 2014

#### Attending:

Committee Members: Julie Mayfield, Tom Tomlin, Iti Ewart, Bruce Emory, Calvin Allen, David Wilson, Steven Obremski, Adam Charnack

City Staff: Yuri Koslen, Norman Schenck

Community Members: David Boshart, Rich Lee, Darlene Hamlin, Roy Harris, Tim Sadler

#### Opening of Meeting

Julie opened the meeting at 3:30 and welcomed everyone. Bruce read the Announcement for Public Comment.

**Agenda:** Julie added an item re recognition for operator Eugene Stanley.

**4 March 2014 Minutes:** Tom said the ridership comparison for route C under New Business was from 2013 to 2014. Steven moved approval as amended, Calvin seconded; passed unanimously.

#### Public Comment I

*Darlene Hamlin* spoke favorably of Eugene Stanley. She is pleased that the Committee is re-evaluating Route C, said Emma badly needs direct service, and offered to assist in any way.

*Tim Sadler* is pleased with the greater diversity of the Committee with new members on board. But he criticized the attitude and responses of some individual un-named members.

#### TC Experiences Riding the Bus

Adam: route N okay; mixup on sign on routes N3/W4

Steven: E & S1 okay; commended Eugene Stanley

Calvin: N3 frequently late around 5pm

Bruce: continuing confusion for passengers boarding inbound and outbound buses (N1/N2) on UNCA loop

Julie: was passed up by outbound W1 at 9pm in West Asheville; drivers need to be more attentive, especially at night

Iti: N1/N2 okay; some trips bypass stop on College at Rankin garage

David: commended operator on W1 for efficient handling of wheelchair passenger; some full trips on E1 outbound

Tom: route N slightly late on one trip

Darlene Hamlin observed that the bus shelter at Kohl's (E1) needs better visibility. Steven commented that some other transit systems allow visually-impaired passengers to notify the system of an impending trip so the driver will be alert for them.

#### New Business

##### **Officers:**

Julie nominated Dave Erb as Secretary; Iti seconded; passed unanimously.

Tom nominated Bruce as Vice-Chair; Julie nominated Iti; Bruce declined nomination; David seconded Iti's nomination; passed unanimously.

Bruce nominated Julie as Chair; Steven seconded; passed unanimously with Julie abstaining.

**Smoking at Transit Center:** David had requested clarification of City policy. Based on guidance from City Manager, smoking will be prohibited throughout the Transit Center, to be effective in the next few months. Iti expressed concern about how the new policy would be enforced.

**Car-Sharing:** Yuri gave a presentation concerning the planned U-Haul car-sharing system, to be implemented in the near future. U-Haul will operate the system, with the City providing parking space. There will be three cars downtown and one at UNCA. There will be no membership fee, but users must register on-line.

**Eugene Stanley:** The Committee talked about long-time bus operator Stanley, who died recently. Tom attended the funeral, which used an ART bus. Julie will send a card to the family on behalf of the Committee.

### **Old Business**

**Route C:** A subcommittee was formed to study ways of restructuring route C to address the continuing problems and complaints. Calvin, Bruce, Tom, and Julie will participate, along with Yuri. Julie will set up a time for a meeting.

#### **Goals:**

TMP subcommittee will follow-up with local companies regarding possible Passport use; Adam is leading an effort to engage the business community in promoting ART.

Rider Experience subcommittee: David will update Wikipedia page; volunteer Brooke German will update Facebook page, and will develop plans for producing a video.

**Multimodal Commission:** Commission heard East-of-Riverway report and car-sharing presentation, and approved new members for Greenway Committee.

**Strive Not To Drive:** Julie had presented TC's recommendations to SNTD meeting. Steven suggested that the free-ride day be expanded to provide a \$2 discount to monthly pass users. Yuri & Julie observed that it was too late to get Council approval for this year, but it could be considered for next year.

### **Staff Updates**

Yuri described plans for implementing the NEXTBUS program; tentative launch date is late May.

Ridership was down significantly in January and February compared to 2013; attributed to bad weather that shut down system and much local activity for several days. Preliminary March figures are up slightly.

### **Public Comment Part II**

*Roy Harris* commented on the need to educate newcomers on how to use the system; he also commended Eugene Stanley.

### **Agenda Items for Next TC Meeting (6 May 2014)**

No new items.

Meeting Adjourned at 5:10 pm.

**ASHEVILLE TRANSIT COMMISSION  
PLANNING RETREAT  
MEETING MINUTES  
OCTOBER 16, 2012**

**Support the  
Implementation  
of the TMP**

**INCREASE FUNDING FOR TMP**

- Increase public/private partnerships such as AB Tech
- Expand Passport program
- "Adopt-A-Shelter" program \*

**IMPROVE FUNDING  
ENVIRONMENT FOR TRANSIT**

- Complete White Paper on Multi-Modal plans
- Educate State & Federal legislators

**PROVIDE PR/ADVOCACY**

- Develop opinion pieces for print and radio media \*
- Spread the word, be champions of transit \*
- Presentations to groups \*

***Subcommittee***

- Julie Mayfield (lead)
- Dave Erb
- Itiyopiya Ewart
- Adam Charnack
- Steven Obremski

**Improve Rider  
Experience**

***Tasks***

- Meet at community centers for regular meetings and provide time in those meetings for community input \*
- Develop a video on ridership for website
- Provide FAQs for routes \*
- Utilize Wiki page
- Provide rider ambassadors, utilize volunteers \*
- Provide training in rider etiquette, collaborate with drivers \*
- Hold rider focus groups

***Subcommittee***

- Bruce Emory (lead)
- Julie Mayfield
- David Wilson

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\*Note: items with an asterisk were of particular interest to the commission.

Revised: 3/27/2014

## Improve Communication with Drivers

### ***Tasks***

- Continue to hold regular meetings with the drivers
- Ask drivers to attend the regular TC meetings
- Hold social events with drivers
- Have a rotating commission member at the drivers' meetings

### ***Subcommittee)***

- Tom Tomlin
- Calvin Allen

## Improve Communication with County Transit System

### ***Tasks***

- Review consolidation study
- Provide education to County Commissioners
  - Develop a summary
  - Highlight opportunities for coordination
- Facilitate a planning group with various stakeholders \*
  - NCDOT
  - City
  - County
  - Apple Transit?

***On hold until retreat in  
October, 2014***

Revised: 3/27/2014



**Transportation Planning Division  
List of projects  
March 26, 2014**

**On-going**

- RADTIP
  - Design and construction documents are moving forward.
- East of the Riverway Transportation Network Plan
  - Final draft in the next couple of weeks.
- JARC Signals Design contract
  - Locations:
    - Louisiana & Haywood Rd
    - McDowell & Choctaw
    - South Charlotte & Biltmore
  - Consultant is making changes to staff comments.
- Multi-modal Transportation Plan – evaluation process.
  - Engage a consultant by April 2014.
- French Broad River Greenway (Duke Energy property) and connection between FBR Park and Carrier Park
  - Beginning the RFQ evaluation process.
- Nextbus project
  - 50% implemented. Equipment is being installed
  - Nextbus at bus stop graphics is in design process
  - Communications campaign
- ISO 14000 - ART
  - Request for quotes is in process.
  - Target is to have consultant engaged by beginning of April.

**New**

- ADA restructuring
  - Redefine service area
  - Streamline eligibility process
- Transit Station repairs
  - Working with PW to determine scope of work – on hold due to City's reorganization.

- Sharrow Network North
  - On hold
- Charlotte Street
  - RFQ is in process.

## Other efforts

- The Riverside Drive development plan (led by Stephanie Monson-Dahl in Economic Development)
- Clingman Forest and Town Branch Greenways and Depot Street Roundabout (led by Al Kopf in Parks and Recreation Department).
  - Roundabout construction drawings are complete.
  - Greenways: the plans are 80% complete with mostly detailed engineering work that is still underway (such as the boardwalk and stormwater features)
- Haywood Rd. Multimodal Improvements (led by Robert Kun in PW).
  - Martha is working with property owner to obtain last needed easement. All else is on hold until the easement is signed. Contract documents are ready and plans have been modified according to property owner and concerned citizen requests. Hoping to meet with NCDOT this week to discuss one last plan change, then will submit for an encroachment agreement.
- Hendersonville Rd. sidewalk (led by Brian Estes in PW).
  - **Design** – Initial plan design continues
    1. Plan design
      - a) Section 1 75%
        1. 2.25.2014 returned marked up drawings for corrections
        2. 3.6.14 Received corrected drawings- under review
        3. 3.10.2014 80%
        4. 3.13.2014 returned drawings for corrections
        5. 3.24.2014 project section one to be 90% complete this week
      - b) Section 2 40%
        1. 3.14.2014 Cross sections being generated
      - c) Section 3 40%
      - d) Section 4 25%
    2. Specifications and special provisions – 5%
    3. Pedestrian improvements ( Ped. Signals/ crosswalks/bus shelters)
      - a) 3.10.14 A Municipal agreement is being drafted by NCDOT to enable the City to pay NCDOT for the pedestrian crossing design
      - b) 3.14.14 NCDOT has agreed to design and fund the design of the pedestrian signals out of their money.
  - **Surveying**
    1. Property corners for ROW exhibits

## 2. Existing utilities

### • Utilities

1. Documenting above ground utility conflicts
  - a) Section 1 100% plans sent out to utility companies 3.10.14
  - b) 3.19.14 met with NCDOT and looked at above ground utilities belonging to NCDOT that pose issues to construction of the east side of Hendersonville Road only; they provided an estimate of \$4,000 – \$12,000 to perform the work assuming we do not have to relocate any underground fiber or pedestal boxes for the traffic signals.
  - c) 3.24.14 a meeting is set up on 3.26.14 with ATT and Duke to look at above ground issues on the east side of section 1
2. Underground utility locations
3. 3.10.2014 Eng. Services to attend the preconstruction meeting for the waterline project on Hendersonville Rd to help coordinate relocation of water apparatus's outside of the proposed sidewalk construction
  - a) 3.10.04 Participated in the preconstruction meeting, Eng. Services will have an inspector available to help coordinate the waterline project with the sidewalk project
4. 3.10.2014 prepare submission of encroachment agreement to NCDOT this week for fiber optic duct to be installed under the sidewalk
  - a) 3.12.14 sent detail of proposed construction out for internal comments
  - b) 3.17.14 awaiting comments - encroachment did not get submitted
  - c) 3.24.14 encroachment agreement submitted to NCDOT

### • ROW

1. Acquisition firm is in the process of contacting property owners in section 1
2. **Title opinions section 1**
  - 2.18.2014 First batch received back
  - 2.19.2014 second batch issued
  - 3.4.2014 third batch issued
  - 3.8.2014 second batch rec. back
  - 3.14.14 third batch rec. back
3. **Exhibit drawings section 1**
  - 2.19.2014 Second batch issued for exhibit drawings
  - 3.3.2014 First five exhibits complete
  - 3.5.2014 Third batch issued for exhibit drawings

### • Environmental

1. Continuing with NEPA documentation and permitting as the plans develop
  - A. Area's requiring additional study/design
    - a) Dingle Creek Floodway –
      1. 3.3.2014 - finalizing the proposed design at this area and anticipate forwarding the information to McGill this week to perform a No-Rise analysis.

2. 3.4.2014 forwarded proposed design to McGill for scoping purposes
3. 3.13.2014 met on site with McGill and discussed the proposed design. McGill requested more survey data to complete the analysis. That survey was performed on 3.14.14 and the data has been sent to them.
4. 3.19.2014 met with Rusty Pulliam and proposed bringing the sidewalk through the parking lot as another option to avoid causing a rise in the floodway. Mr. Pulliam said he would work with us if the proposed design of the headwall extension on Hendersonville Rd caused a rise in the floodway.

b) Turtle Creek culvert extension –

1. 3.19.14 met on site with a boardwalk supplier requesting information on whether we could span Turtle Creek with a boardwalk design. They said that it was possible. I intend to pursue this option with NCDOT in lieu of extending the culvert.

c) Blue Ridge Parkway –

1. 3.4.2014 started design work on the section at the Blue ridge Parkway
2. 3.14.2014 design is approximately 60% complete
3. 3.24.2014 project to submit a design to the Blue Ridge Parkway this week for comments

B. Erosion Control plans

2. 3.19.14 Meeting scheduled with a boardwalk designer. I am meeting with them to discuss incorporating a boardwalk design at certain locations - a. crossing Turtle Creek b. crossing Dingle Creek c. Harbor Freight slope

A. Meeting went well see comments above.

- Community meeting for section 1 has been scheduled for March 18, 2014
  1. Meeting went well, there was a small turnout.
- 2.19.2014 Met with the City's Transportation Dept. and FBRMPO. The Transportation Department is asking if FBRMPO would allow money to be moved from construction services to design. From the discussions it appears this may be possible by amending the agreement. I am awaiting final word from FBRMPO. If this happens, it will most likely push the date for construction.
  1. 3.4.2014 Meeting scheduled with the Transportation Department to discuss TIP modification.
  2. 3.7.2014 NCDOT agrees to do the pedestrian crossings design under a separate municipal agreement
  3. 3.14.14 NCDOT has agreed to design and fund the design of the pedestrian signals out of their money.

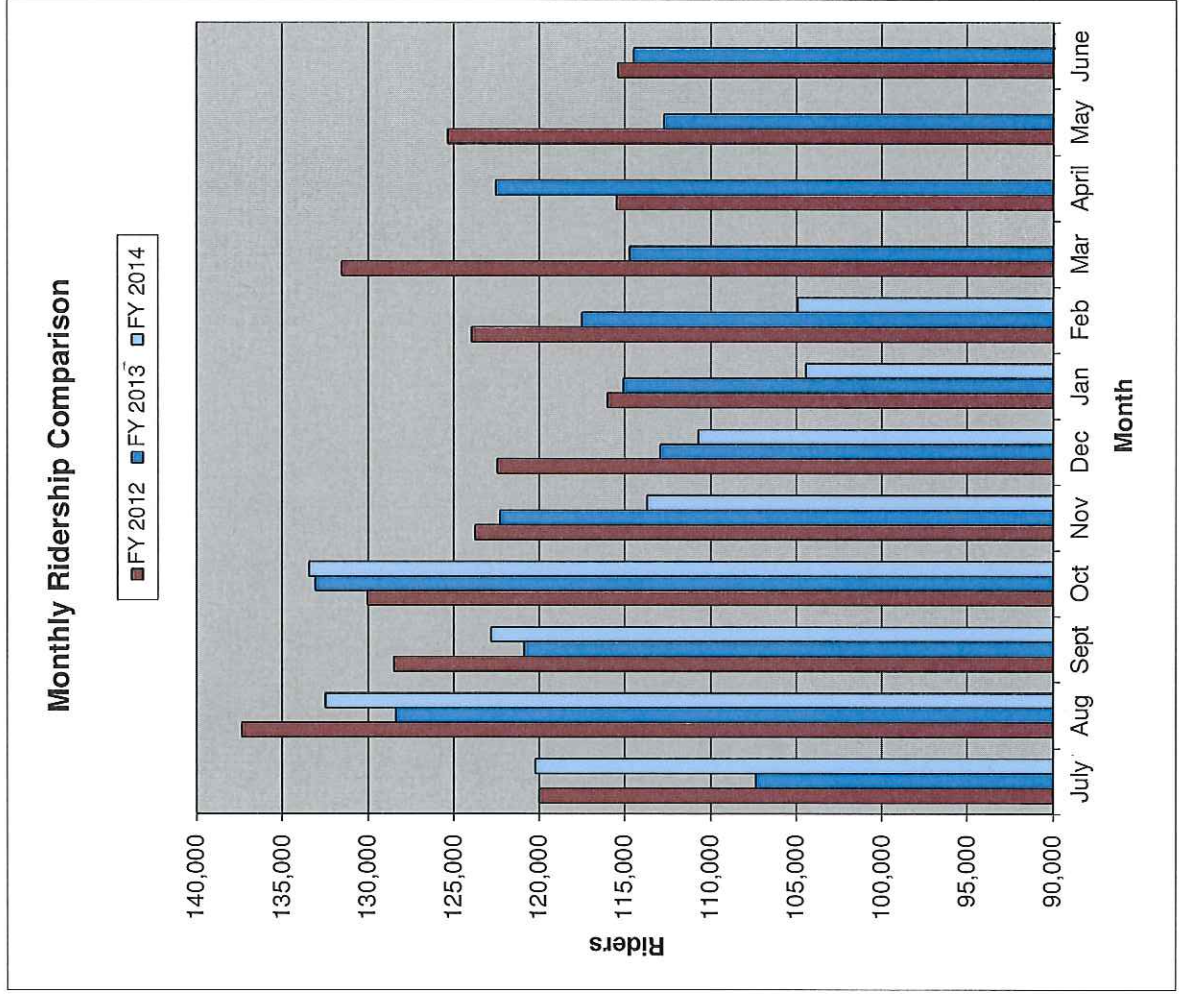


# PUBLIC STUFF INFORMATION FOR FEBRUARY, 2014

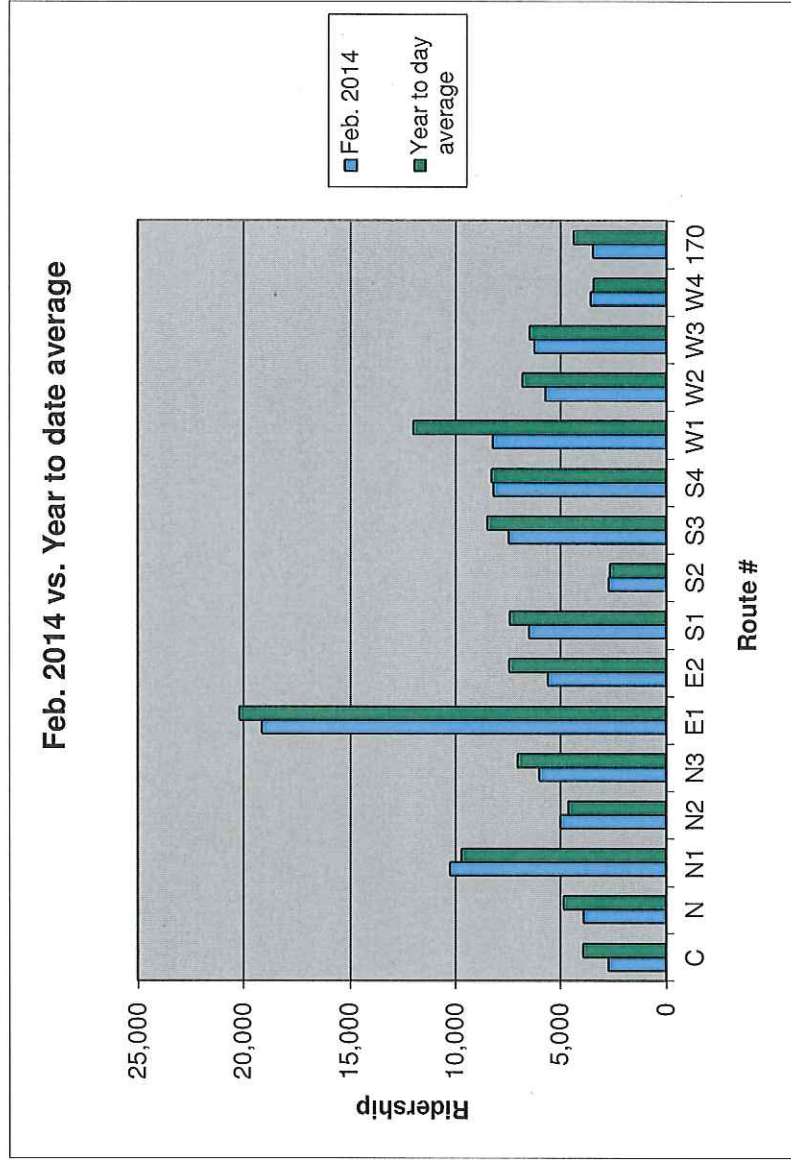
TITLE	STATUS	ADDRESS	TICKET NUMBER	DATE CREATED	DATE DUE	IMAGE URL	RATING
E1.2 Moped incident at Tunnel	completed	539 College Street	309204	02/24/2014	03/10/2014		

# April 2014- Transit Committee Meeting

## Route Statistics up to July 2013-February 2014



Monthly Ridership FY 2012-14				
Month	FY 12	FY 13	FY 14	Change 2013- 2014
July	119,969	107,331	120,209	12.0%
Aug	137,340	128,360	132,468	3.2%
Sept	128,467	120,868	122,799	1.6%
Oct	130,037	133,056	133,418	0.3%
Nov	123,727	122,281	113,671	-7.0%
Dec	122,431	112,900	110,701	-1.9%
Jan	115,975	115,081	104,437	-9.2%
Feb	123,921	117,482	104,887	-10.7%
Mar	131,523	114,684		
April	115,443	122,523		
May	125,314	112,672		
June	115,379	114,455		
<b>Total</b>	<b>1,489,526</b>	<b>1,421,693</b>	<b>Year to date</b>	<b>-1.54%</b>



	Feb. 2014	Year to day average
C	2,744	3,940
N	3,917	4,866
N1	10,260	9,712
N2	5,001	4,618
N3	6,017	7,068
E1	19,127	20,183
E2	5,607	7,444
S1	6,514	7,426
S2	2,723	2,662
S3	7,486	8,491
S4	8,223	8,286
W1	8,232	12,005
W2	5,722	6,820
W3	6,253	6,465
W4	3,577	3,446
170	3,484	4,393
TOTALS	104,887	117,824

#### Highlights:

- Weather delays and cancellations negatively impacted ridership in January and February
- N1 especially but also N2, S2 and W4, to a lesser extent, had a higher than average ridership for February
- Every month this year:
  - Top performers - S4, E1, W1, N1, W3 N3
  - Bottom performers - 170, C and S2
- Overall ridership year to date is -1.54% decrease
- Staff continues to analyze farebox ridership compared to automated passenger counter ridership
- UNC Asheville and the City of Asheville had an increase in PassPort usage in February
- On-time performance improvements a result of improved data collection technique. Above 70% considered good.



## February Ridership Comparison

	Ridership			Passenger Trips per Hour			Passenger Trips per mile			Combined Score	
	Actual	Rank	Wkday Average	Operating avg. route hr/day	Riders/hr	Rank	route miles/day	avg riders/mile	Rank	Totals	Rank
S4	8,223	4	378	5.76	66	1	28.8	13.13	1	6	1
E1	19,127	1	793	22.67	35	2	264.4	3.00	4	7	2
N1	10,260	2	456	15.50	29	4	217.0	2.10	5	11	3
W3	6,253	7	273	8.06	34	3	72.6	3.76	3	13	4
N3	6,017	8	258	9.61	27	5	38.4	6.72	2	15	5
W1	8,232	3	324	16.83	19	7	218.4	1.48	8	18	6
S3	7,486	5	333	15.00	22	6	375.0	0.89	14	25	7
S1	6,514	6	275	15.83	17	11	190.0	1.45	9	26	8
W4	3,577	13	153	8.56	18	9	85.6	1.79	6	28	9
W2	5,722	9	245	12.83	19	8	218.2	1.12	12	29	10
E2	5,607	10	229	12.83	18	10	205.3	1.12	13	33	11
N2	5,001	11	205	11.83	17	12	165.7	1.23	10	33	11
S2	2,723	16	120	7.89	15	13	71.0	1.69	7	36	13
N	3,917	12	170	13.08	13	14	141.5	1.20	11	37	14
170	3,484	14	122	12.00	10	15	310.5	0.39	16	45	15
C	2,744	15	116	13.75	8	16	263.8	0.44	15	46	16
TOTALS	104,437		3,976	202	20		2,866	1.39			



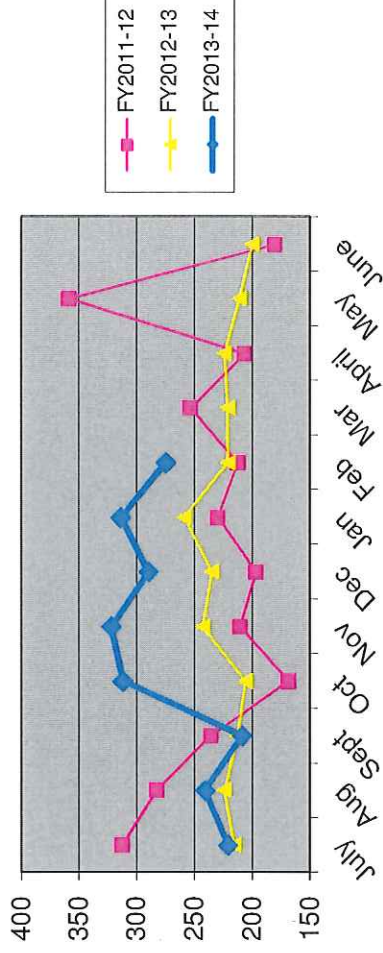
# Ridership July - Feb. FY14

Total Ridership FY 13													Passenger Trips per Hour				Passenger Trips Per Mile			Combined Score	
Route Ridership	Percent of Total	Rank	Monthly Average	Weekday Average	Operating Avg. Route Hr/Day	Riders/Hr	Rank	Route Miles/Day	Riders/Mile	Rank	Totals	Rank									
E1	17.1%	1	20183	786	23	34.68	2	264.4	2.97	4	7	1									
S4	7.0%	5	8286	353	6	61.23	1	28.8	12.25	1	7	1									
W1	10.2%	2	12005	472	17	28.06	5	218.4	2.16	5	12	3									
N3	6.0%	8	7068	284	10	29.58	4	38.4	7.39	2	14	4									
N1	8.2%	3	9712	390	16	25.14	6	217.0	1.80	6	15	5									
W3	5.5%	10	6465	253	8	31.35	3	72.6	3.48	3	16	6									
E2	6.3%	6	7444	292	13	22.76	8	205.3	1.42	10	24	7									
S1	6.3%	7	7426	305	16	19.27	10	190.0	1.61	8	25	8									
S3	7.2%	4	8491	349	15	23.23	7	375.0	0.93	14	25	8									
W2	5.8%	9	6820	273	13	21.27	9	218.2	1.25	12	30	10									
W4	2.9%	15	3446	140	9	16.32	11	85.6	1.63	7	33	11									
N	4.1%	11	4866	197	13	15.05	13	141.5	1.39	11	35	12									
N2	3.9%	12	4618	183	12	15.46	12	165.7	1.10	13	37	13									
S2	2.3%	16	2662	110	8	13.92	14	71.0	1.55	9	39	14									
170	3.7%	13	4393	166	12	13.79	15	310.5	0.53	16	44	15									
C	3.3%	14	3940	155	14	11.27	16	263.8	0.59	15	45	16									
TOTAL	1		117,824	4,706	202	23.29		2,866	1.64												
Bottom Performers				Top Performers																	

## Passport up to February 2014

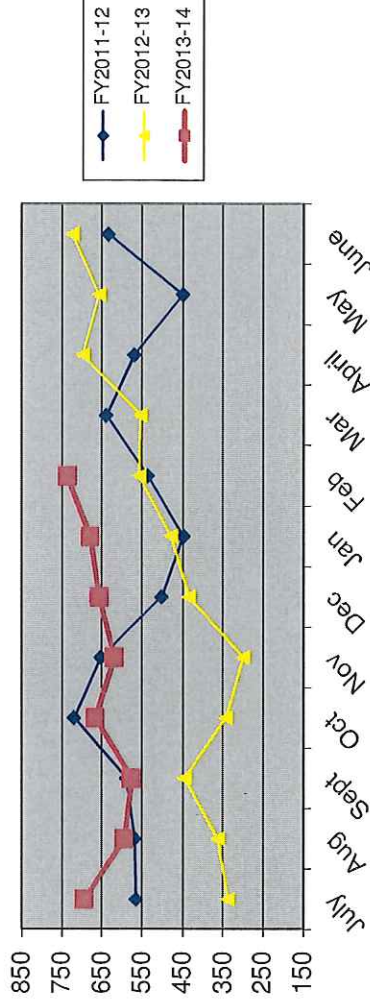
<i>Buncombe County Passport Ridership</i>			
	FY2011-12	FY2012-13	FY2013-14
July	313	216	221
Aug	283	224	241
Sept	236	213	209
Oct	169	206	312
Nov	211	243	322
Dec	197	235	290
Jan	230	259	314
Feb	213	221	275
Mar	254	221	
April	207	224	
May	359	211	
June	181	200	
<b>Year Totals</b>	<b>2853</b>	<b>2673</b>	<b>2184</b>

**Buncombe County**



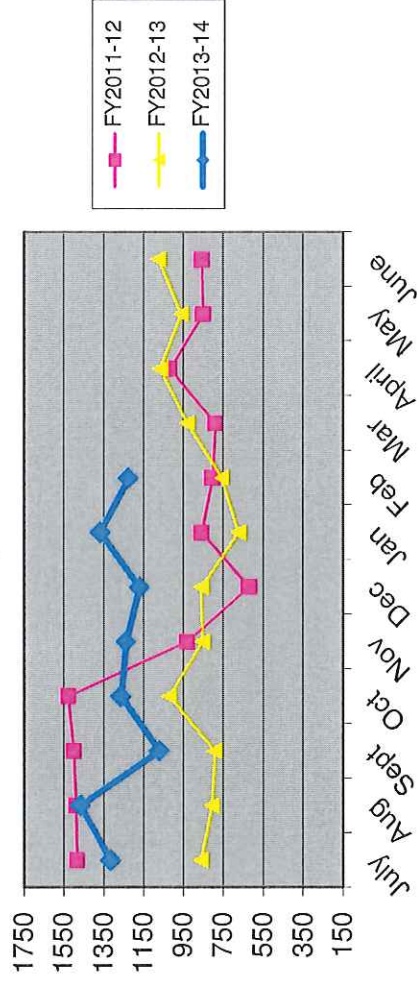
<i>City of Asheville Passport Ridership</i>			
	FY2011-12	FY2012-13	FY2013-14
July	565	337	695
Aug	568	362	595
Sept	589	444	577
Oct	720	342	668
Nov	653	298	620
Dec	502	434	658
Jan	448	478	680
Feb	536	557	738
Mar	640	553	
April	570	698	
May	449	657	
June	635	724	
<b>Year Totals</b>	<b>3597</b>	<b>2217</b>	<b>5231</b>

**City of Asheville**



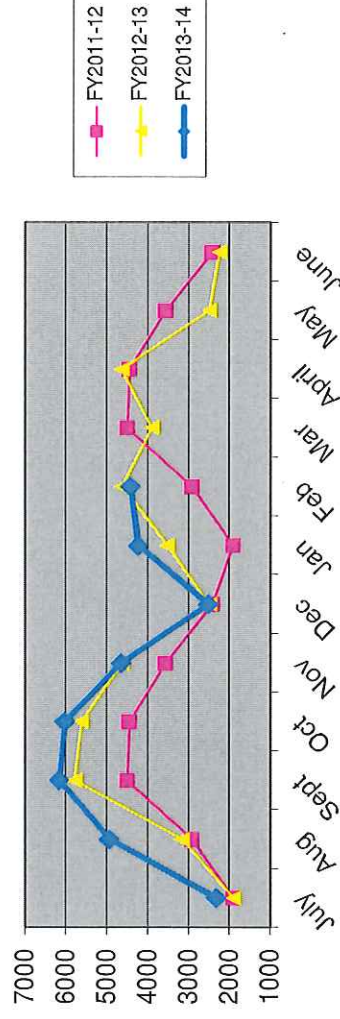
Grove Park Inn Passport Ridership			
	FY2011-12	FY2012-13	FY2013-14
July		1487	861
Aug		1493	807
Sept		1503	792
Oct		1532	1021
Nov		933	853
Dec		623	859
Jan		861	673
Feb		807	757
Mar		792	930
April		1021	1066
May		853	960
June		859	1075
<b>Year Totals</b>	12764	10654	10127

Grove Park Inn



UNC-A Passport Ridership			
Passport Rides	FY2011-12	FY2012-13	FY2013-14
July	1918	1900	2327
Aug	2923	3157	4934
Sept	4511	5779	6170
Oct	4455	5616	6028
Nov	3572	4619	4650
Dec	2433	2496	2514
Jan	1918	3506	4231
Feb	2923	4621	4419
Mar	4511	3891	
April	4455	4641	
May	3572	2486	
June	2433	2247	
<b>Year Totals</b>	39624	44959	35273

UNCA





## ART - On-Time Performance

Jan 6th - March 27th 2014 data

On-time definition= Between -1.0 Min Early and 5.5 Min Late  
URBAN TRANSPORTATION ASSOCIATES -Downloaded 3-27-14

WEEKDAY - Summary								
	EARLY		ON TIME		LATE		Total	
	Count	%	Count	%	Count	%	Count	%
MID-ROUTE	2428	7.5%	23740	73.3%	6216	19.2%	32384	100.0%
Start-of-Line	627	6.9%	7585	83.3%	895	9.8%	9107	100.0%
Total	3055	7.4%	31325	75.5%	7111	17.1%	41491	100.0%

WEEKDAY - Route by Route								
ROUTE	EARLY		ON TIME		LATE		Total	
	Count	%	Count	%	Count	%	Count	%
170	9	.6%	667	41.5%	933	58.0%	1609	100.0%
C	584	11.2%	3502	66.9%	1147	21.9%	5233	100.0%
E1	110	13.6%	609	75.3%	90	11.1%	809	100.0%
E2	169	10.2%	1202	72.5%	288	17.4%	1659	100.0%
N	8	9.6%	72	86.7%	3	3.6%	83	100.0%
N1	587	8.8%	5292	79.2%	799	12.0%	6678	100.0%
N2	129	2.3%	4290	77.2%	1135	20.4%	5554	100.0%
N3	155	4.8%	2830	87.5%	249	7.7%	3234	100.0%
S1	1072	15.9%	5038	74.9%	616	9.2%	6726	100.0%
S2	9	7.4%	98	80.3%	15	12.3%	122	100.0%
S3	29	1.9%	1026	67.3%	470	30.8%	1525	100.0%
S4	7	7.4%	61	64.9%	26	27.7%	94	100.0%
W1	86	4.0%	1746	81.5%	310	14.5%	2142	100.0%
W2	30	2.4%	1072	85.2%	156	12.4%	1258	100.0%
W3	14	2.5%	463	83.4%	78	14.1%	555	100.0%
W4	57	1.4%	3357	79.7%	796	18.9%	4210	100.0%
Total	3055	7.4%	31325	75.5%	7111	17.1%	41491	100.0%

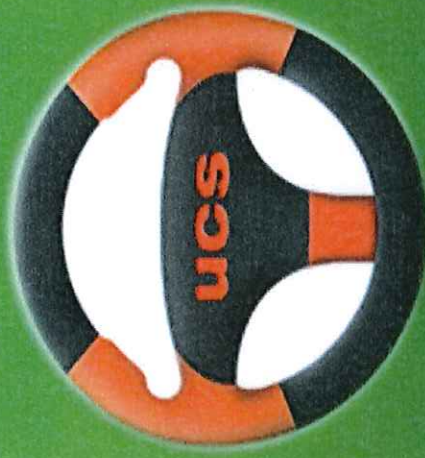
SATURDAY - Summary								
	EARLY		ON TIME		LATE		Total	
	Count	%	Count	%	Count	%	Count	%
MID-ROUTE	856	12.5%	4957	72.4%	1029	15.0%	6842	100.0%
Start-of-Line	157	9.0%	1393	80.2%	187	10.8%	1737	100.0%
Total	1013	11.8%	6350	74.0%	1216	14.2%	8579	100.0%

SATURDAY - Route by Route								
ROUTE	EARLY		ON TIME		LATE		Total	
	Count	%	Count	%	Count	%	Count	%
170	8	1.7%	199	42.4%	262	55.9%	469	100.0%
C	333	22.7%	994	67.8%	139	9.5%	1466	100.0%
E1	18	6.5%	190	68.1%	71	25.4%	279	100.0%
E2	12	9.2%	100	76.9%	18	13.8%	130	100.0%
N1	95	11.8%	480	59.6%	231	28.7%	806	100.0%
N2	18	5.5%	293	89.1%	18	5.5%	329	100.0%
N3	31	12.9%	201	83.8%	8	3.3%	240	100.0%
S1	308	28.9%	735	68.9%	23	2.2%	1066	100.0%
S2	0	0.0%	58	96.7%	2	3.3%	60	100.0%
S3	17	3.4%	424	84.8%	59	11.8%	500	100.0%
S4	2	3.8%	48	90.6%	3	5.7%	53	100.0%
W1	53	3.3%	1231	77.1%	312	19.5%	1596	100.0%
W2	93	7.3%	1120	87.4%	68	5.3%	1281	100.0%
W3	15	7.2%	191	91.8%	2	1.0%	208	100.0%
W4	10	10.4%	86	89.6%	0	0.0%	96	100.0%
Total	1013	11.8%	6350	74.0%	1216	14.2%	8579	100.0%



# UhaulCarShare

Get in and GO!





# About Us

- Car sharing platform based out of U-Haul International.
- Operating in 21 states
- UhaulCarShare Fleet
  - Compact Cars
  - Electric-Gas Hybrids
  - Sedans
  - SUVs
  - Trucks
- Cars can be reserved 24hrs a day, 7 days a week by the hour or by the day





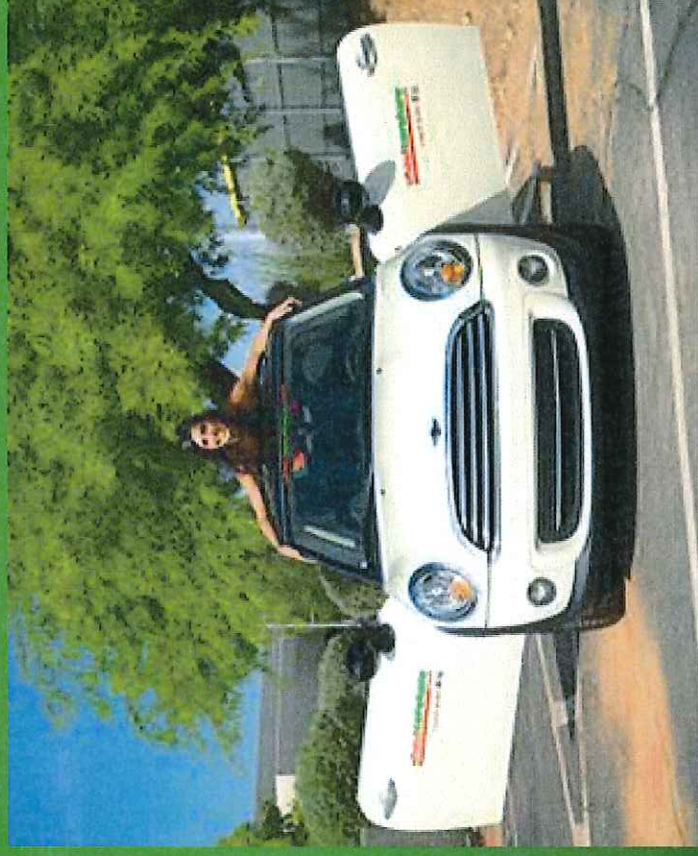
# Our Target Audience

- **Advocates for Sustainability**
  - Our sustainability practice is to increase the shared use of our resources and promote sustainable local communities with the UhaulCarShare program and services.
  - Car Share members see a reduction of 40% in CO2 emissions.
- **College Students**
  - UhaulCarShare allows students to have more independence and flexibility without owning a car.
- **Business Owners**
  - Can use UhaulCarShare to supplement their fleet
  - Invite employees to join while also setting usage amount, monetary limits, and even track their activity.



# Benefits of UhaulCarShare

- \$0 membership fee
- No monthly or annual fees
- Low hourly rates starting at \$4.95 plus mileage and \$62 a day.
- Insurance, gas, and 24/7 roadside assistance provided by UhaulCarShare.



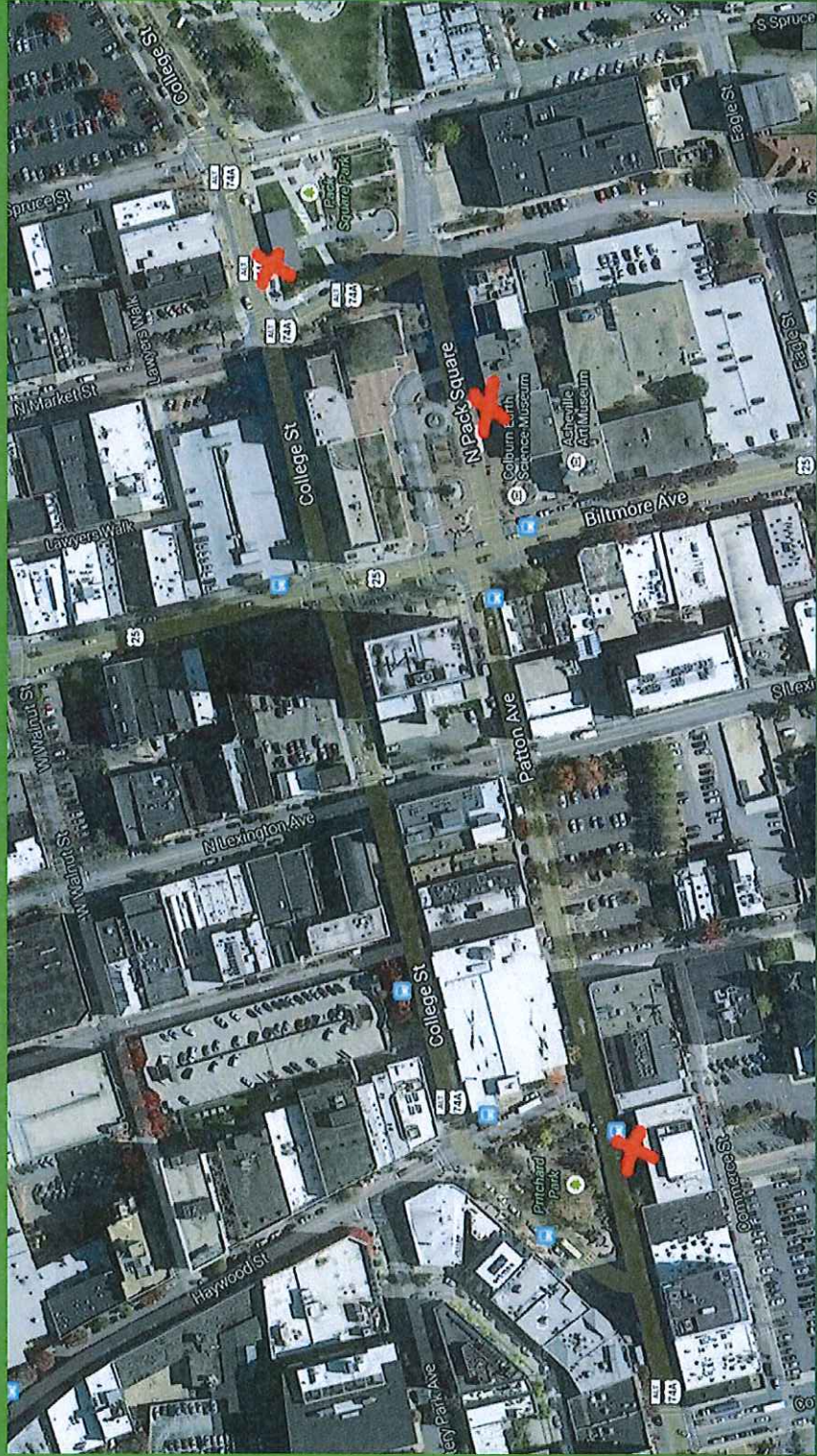


# How it Works

- Applying for membership
  - \$0 to apply with no monthly or yearly fees
  - 18 years or older with valid drivers license and credit card
  - Complete online application and submit photo of DL and self to be approved in minutes.
- UhaulCarShare Reservations
  - Check car availability through website or iPhone App
  - Once approved and confirmed the member will receive email confirmation of their own access pin and gas code.
  - Lock/Unlock car using keypad technology at the start and end of each reservation or from the mobile website or iPhone app.



# Downtown Locations





# The Power of Partnerships



**uhaulcarshare**  
com  
Log In & Go



7-Aug Update	Item SAFETY Items Update	Status	Date	Cost	
1	Marking Walkways in the Shop	Done	May-11	\$ 50.00	Shop floor needs cleaning before this can be done
2	Securing Stacked Items in the Shop	Done	May-11	\$ -	old bus stop signs, old bus stop markers, old vaults
3	Securing the tires in the maintenance yard	Done	Ongoing	\$ -	Firestone picked them up the week of Dec 6th
4	"cleaning the attic"	Done	Aug-11	\$ -	Inventoried and sheets sent to city for final processing
5	Document equipment safety inspections	Done	May-11	\$ -	Normal PM cycle for the equip.
6	Remove surface oil from maintenance facility	Done	May-11	\$ 5,600.00	Having floor scrubber repaired so we can maintain clean floors
7	Improved Safety Signage	Done	5/12/2011	\$ 600.00	New Safety Poster being used, banners and stickers here and up
8	Daily radio messages, daily safety posting,	Done	ongoing	\$ -	each week prepare the next weeks messages
9	Safety Committee Meetings	Done	ongoing	\$ 1,200.00	Overtime for staff in the meeting ( annual est)
	Smith System Training				
10	c. Train the trainer	Done	Mar-11	\$ 3,800.00	train one supervisor to be our trainer & training materials
11	3. USDOT certification program for supervisor	Done	Jun-11	\$ -	Using Smith System, sent James to NTI training
12	4. Better documentation of training	Done	ongoing	\$ -	do a daily training log, separate in the HR files
13	5. Develop a refreshed training course	Done	Aug-11	\$ -	Smith system will be used annually for refresher
14	6.Pull cameras to start random review of driving	Done	ongoing	\$ -	need to develop a schedule, union opposed to this idea
15	7. Camera system PM	Done	ongoing	\$ -	all have been checked and will be done with each PM
16	Transit Center Items				Need to upgrade cameras which we are planning to do
17	1. Move Planters to give better visibility of bus Shop	Done	Jan-11	\$ -	Used three people to move them and a special cart
18	1. Employee parking needs to be consistent	Done	Mar-11	\$ -	need to work with affected employees, no incidents
19	2.General housekeeping	Done	Jul-11	\$ -	long list given to shop director to set dates and time for each of the items, given on Dec 15th
20	3. Cords and hoses	Done	May-11		On master list of items needing attention
21	4. Use of Jack Stands	Done	Mar-11	\$ 2,000.00	Would need to buy another set of jack stands.
22	5. Use Bump caps	Done	Apr-11	\$ 100.00	Would need to order at least 4, probably 7
23	6. Safety Vest	Done	Apr-11	\$ 300.00	We have a shop vest and truck vest, would need to buy for each technician and service worker
24	7. Safety glasses	Done	May-11	\$ 60.00	Glasses for techs and then spares for visitors
25	8. Shop safety program	Done	Jun-11		unknown program cost, researching
26	9. Attend OSHA compliance class	Done	Sep-11	\$ 100.00	Online training available via a third party company
27	10. Non maintenance staff should be banned from the shop work area.	Done		0	This is the only way to access the smoking area would need to have a new smoking area set up.
28	d. Pedestrian awareness program	Done	Jan-11		via our daily safety messages
8	b. Fence area between post office and	Done, Temp fence	Oct-12	\$ 1,500.00	looking for funding for a permanent fence, temp fence up till end of June
1	1. Hot Spot Safety Board	Started	Ongoing	\$ 100.00	work with safety committee to develop
2	2. Hot Spot discussions should be included			\$ -	Discussed at monthly safety messages
3	in all service meetings	Started	Ongoing	\$ -	Work with safety committee to develop
4	5. Schedule PM of yellow paint at curb to make sure it alerts people of safe zone	Started	Ongoing	\$ 200.00	annual PM of this safety painting, to keep people from standing too close to the curb when bus approaches
	Transit Center Items				MOVED ITEM TO CIP PROJECT
5	2. Cross Walks painted at Asheland and Coxe	Research/CIP	2013	\$ 200.00	needs to be be warm enough to paint, who does the work?
6	3. Safety concerns over landscaping pathways	Research/CIP	2013		MOVED ITEM TO CIP PROJECT
7	a. Unprotected access which increases risk	Started			Revisited with city staff, still working on issue as of Oct 1
9	transfer center to minimize the risk				also has a negative impact on customer service
10	4. Cracked and broken concrete create a trip hazard at the terminal	Research/CIP			MOVED ITEM TO CIP PROJECT
		Research/CIP	2013		Will need to inventory the site so that a cost estimate can be generated for the concrete work. One brass piece needs "protected" by curb to prevent tire sidewall damage
11	5. Schedule PM of yellow paint at curb to make sure it alerts people of safe zone	Research/CIP	2013	\$ 200.00	annual PM of this safety painting, to keep people from standing too close to the curb when bus approaches
12	6. Improve speed monitoring at terminal possible stop or speed hump in middle	Ongoing	Ongoing	\$ 200.00	More monitoring of the site by supervisors and via the safety messages, adding more cameras to help track
					We have camera quotes, APD doing more patrols, dispatcher on platform more, often, speed bumps have been rule out
13	Add signs in Yellow zone on TS platform DANGER STAND BACK	new	11-Nov	\$ 200.00	We have the template and on a warm Sunday we will get a few painted maybe even the weekend of the 3rd?
14	Safety Ride checks with all new employees	new	8-Nov	n/a	A new early check ride system about two weeks after the new employees go full time. All New employees have been done, now working on others
15	SE and South Garage property Fencing repair/ Replace	New	Jan-14		A review of the perimeter fencing and new construction south of our property revealed the new for fence repair or replacement
		CIP PROJECTS MAY BE DELAYED DUE TO BUDGET CONSTRAINTS FOR 2014 BUDGET YEAR			
16	Electronic door locks for garage and station	Ongoing	3/20/2014		Getting new estimates for both facilities



Date of Accident	Bus No.	Collision Y/N	# Pass Injuries	# Ped. Injuries	Other Vehicle Injury	Discipline Issued	Operator Injury	Brief Description	Estimate Amount
7/9/2013	1231	Y	0	0	0	N	N	Limb sagging due to heavy rain hit destination sign glass and broke it	\$192.97
8/7/2013	603	Y	0	0	0	Y	N	cliffed for failure to control speed, hit car from rear and a second car	20,000?
8/9/2013	1233	Y	0	0	0	N	N	hit by roll off truck in curve	\$1,000.00
8/20/2013	602	Y	0	0	0	N	N	Uhaul truck tried to go around at bus in Hillcrest	\$1,500.00
9/13/2013	1228	Y	0	1	0	N	N	Pedestrian stepped out in front of bus at transit station N3/S2	
9/16/2013	1024	Y	0	0	0	N	N	Car pulled out into bus at Kenilworth	
9/25/2013	1020	Y	0	0	0	Y	N	Mirror Clip by Trainee, glass broken on our mirror	\$290.00
10/19/2013	602	Y	0	0	0	Y	N	Mirror Clip, hit pole on Haywood in curve	\$50.00
11/13/2013	1024	Y	0	0	0	Y	N	Hit limb on old Hay Creek Road, cracked Mirror	\$350.00
11/16/2013	1024	Y	0	0	0	N	N	Mirror clip with another vehicle	\$350.00
11/27/2013	1020	Y	0	0	0	Y	N	Slippery road, bus slid into bus stop sign breaking front windshield and mirror	\$1,276.00
12/10/2013	1022	N	1	0	0	N	N	E2 passenger claimed injury from door, transported by EMS, video didn't back claim-BRT	\$0.00
1/22/2014	1024	Y	0	0	0	Y	N	E2 Mirror clip at Mountaineer Inn-CLT	\$50.00
1/27/2014	1024	Y	0	0	0	Y	N	E2 Mirror clip at Mountaineer Inn	\$50.00
1/28/2014	1024	Y	0	0	0	N	N	Ingles, snow and ice car slid into bus at Ingles Parking lot, N2, Beaverday	\$0.00
1/29/2014	1024	Y	1	0	0	N	N	Car slid out of Verizon Parking lot into the bus, snow and ice present	72,000
2/17/2014	1022	Y	0	0	0	N	N	Car hit bus from rear at a bus stop, and then went around and left the scene, no bus damage	\$0.00
2/28/2014	604	Y	0	0	0	Y	N	Hit curb on bad turn off of Baltimore	\$100.00

1. Backing
2. Bicyclist Struck
3. Forced off Road
4. Hit Animal
5. Hit Fixed Object
6. Head-On Collision
7. Intersection A. Straight
8. Equipment Defect
9. Passenger Caught in Door
10. Passenger Caught in Door
11. Passenger Caught in Door
12. Skid
13. Rear End Collision
14. Struck Pedestrian
15. Struck Parked Vehicle
16. Struck While Parked
17. Passenger fell - Short Stop
18. Miscellaneous/Observation
19. Sideswipe A. Bus/S. Swipe
20. Passenger fell - Quick Start B. Car/S. Swipe
21. Passenger Injured on Board
22. Struck by Backing Vehicle
23. Claims (Alleged)
24. Something thrown at vehicle
25. Vehicle Hit Bus

P = Preventable (our fault)

NP = Non-Preventable (not our fault)